

Concession Operator - 3931

Primary Reason Why Classification Exists

To perform manual and customer service work operating a concession stand

Essential Duties:

- Sells concession items; maintains inventory; controls access to concession operations
- Arranges and displays on shelves, racks, tables, and other platforms
- Cleans facilities, stocks shelves, and keeps daily sales records
- Opens and closes concession stand, storage area, restrooms, and announcer/scorekeeper area and secures lights, monies, and equipment
- Provides verbal information via telephone or in person; explains department operating policies and procedures
- Alerts supervisors in situations of patron injuries, fights, and other disagreements; documents actions taken
- Provides information on concession items and department activities to the public
- Performs related work as required

Knowledge, Skills, and Abilities:

- Knowledge of basic arithmetic sufficient to collect cash and make change
- Knowledge of English grammar to speak with and exchange information with patrons
- Knowledge of effective communications techniques when interacting with the public
- Knowledge of the types of common items available for sale at a concession stand
- Ability to read and write at a high school level
- Ability to accept payment for items and make change in cash when required; ability to operate a credit card processing machine and cash computer
- Ability to follow oral and written instructions and manage a cash drawer and charge cards
- Ability to report to work on time and work the hours designated on a flexible schedule including nights, weekends, and holidays
- Ability to maintain effective working relationships with coaches, officials, staff, and the public

Physical Requirements

This is light work requiring the exertion of 20 pounds of force occasionally and up to 10 pounds of force frequently to move objects. Work may require climbing, balancing, stooping, kneeling, crouching, crawling, and reaching to stock shelves and retrieve products and fingering and reaching to handle, feel, or operate objects, tools, or controls. Visual perception is required to distinguish value of currency, products and prices, and operate cash registers. Hearing is required to understand the requests from the public and make distinctions in sounds. Vocal communications is required to interact with the public and other department staff.

Working Conditions

Work is generally performed in an outdoor concession stand or those indoors in an enclosed area. Employee is subject to inside and outside weather conditions some of which may include dampness, wetness, humidity, and moderately loud noises.

Education and Experience:

Any combination of education and experience equivalent to a tenth grade level

Special Requirements:

- At least 16 years of age
- Valid North Carolina driver's license
- Must obtain certifications in CPR, First Aid, and AED

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

February 2015